

C O R P O R A T E F A C T S H E E T

- *Technology for Business (TFB)* was established in 1991, incorporating the marketing and technology expertise of the founding principals with the successful application software firm, G&M Systems.
- TFB offers turnkey and custom applications for call centers of all sizes, across all vertical markets. TFB's *Call Center Suite* product line includes *Automated Callback*, *Call Center Routing*, *Screen Pop*, *Web Chat*, and *eMail* (integrated to the call center). All applications are designed to run on TFB's *CTI Server™* and *Media Server* platforms.
- In addition to *Call Center Suite*, TFB offers a full suite of healthcare applications for hospitals and HMO's, including the *Patient Accounts Manager*, *Express Pharmacist*, and *Patient Appointment Reminder*. All healthcare applications are designed to run on TFB's *CTI Server* platform.
- TFB offers full turnkey installation of the *CTI Server* platform and associated applications.
- *Systems Integration* - TFB provides systems and software integration services for CTI, IVR, Voice Processing, Web, Email, Data Processing, and Network environments.
- For customers under warranty, TFB provides 24-hour, emergency telephone support for systems and software, with emergency on-site service where required.
- Our products are typically sold through authorized distributors. End-users include Vanderbilt University, the U.S. Military, R.J. Reynolds, Japan Airlines, and hundreds of other successful organizations in all vertical markets.